

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 2 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 017	3.EFFECTIVE DATE 03/23/2021	4.REQUISITION/PURCHASE REQ.NO. A21631568	5.PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) nancy wright MAXIMUS Federal Services, Inc 3120 Fairview Park Dr Ste 400 FALLS CHURCH, VA 22042-4570 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 12/03/2020 12:00 AM	
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) Authority: FAR 52.232-22, Limitation of Funds (APR 1984)				
E.IMPORTANT: Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 03/23/2021		Proposal Dated: 03/23/2021		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2021		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,675,515.00	\$0.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$18,221,426.92	\$0.00	\$18,221,426.92
2004	CAF Fee (0.75%)	\$171,805.31	\$0.00	\$171,805.31
3001	Contact Center Agent Services Labor	\$4,736,192.00	\$0.00	\$4,736,192.00

3002	Other Direct Costs (Travel and Materials)	\$10,612.00	\$0.00	\$10,612.00
3003	T&M, OPTION line items	\$9,170,624.17	\$15,665,191.09	\$24,835,815.26
3004	CAF Fee (0.75%)	\$104,381.03	\$117,488.92	\$221,869.95

ID04170096

1 The purpose of Modification 017 is to fully fund Option Year III by obligating the amount of \$15,782,680 01 Specifically, Task Item 3003 is fully funded in the amount of \$15,665,191 09, increasing from \$9,170,624 17 to \$24,835,815 26 Task Item 3004 is fully funded in the amount of \$117,488 92, increasing from \$104,381 03 to \$221,869 95

TI/CLIN 3003: Option Line Items (T&M) Funded Amount:
From: \$9,170,626 17
To: \$24,835,815 26
Increase: \$15,665,191 09

TI/CLIN 3004: CAF Fee (FFP) Funded Amount:
From: \$104,381 03
To: \$221,869 95
Increase: \$117,488 92

2 The total Option III funded amount is changed from \$14,021,811 20 to \$29,804,491 21, an increase of \$15,782,680 01

3 The total task order funded amount is changed from \$46,645,269 44 to \$62,427,947 45, an increase of \$15,782,680 01

4 All other terms and conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:
GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$46,645,267.44	\$62,427,947.45	\$15,782,680.01

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 03/23/2021

NSN 7540-01-152-8070 Previous edition unusable	STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243
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AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 3 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 016	3.EFFECTIVE DATE 12/01/2020	4.REQUISITION/PURCHASE REQ.NO. A21631568	5.PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) nancy wright MAXIMUS Federal Services, Inc 3120 Fairview Park Dr Ste 400 FALLS CHURCH, VA 22042-4570 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 08/26/2020 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
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12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
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<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) FAR 52.243-3 Changes - Time-and-Materials or Labor-Hours				
E.IMPORTANT: Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 11/23/2020		Proposal Dated: 11/24/2020		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2021		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,675,515.00	\$0.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$9,559,060.92	\$8,662,366.00	\$18,221,426.92
2004	CAF Fee (0.75%)	\$106,837.56	\$64,967.75	\$171,805.31
3001	Contact Center Agent Services Labor	\$4,736,192.00	\$0.00	\$4,736,192.00

3002	Other Direct Costs (Travel and Materials)	\$10,612.00	\$0.00	\$10,612.00
3003	T&M, OPTION line items	\$1,546,355.00	\$7,624,269.17	\$9,170,624.17
3004	CAF Fee (0.75%)	\$47,199.00	\$57,182.03	\$104,381.03

ID04170096 - Mod 016

The purposes of this bilateral modification are as follows:

1 To increase the awarded ceilings for Option II, and CLINs 2003 and 2004 as follows:

Ceiling amount for Option II

From: \$14,351,817 48

To: \$23,623,782 06

Increase of: \$ 9,271,964 58

Ceiling amount for CLIN 2003

From: \$ 9,559,060 92

To: \$18,762,003 41

Increase of: \$ 9,202,942 49

Ceiling amount for CLIN 2004

From: \$106,837 56

To: \$175,859 65

Increase of: \$ 69,022 09

2 To increase the awarded ceilings for Option III, and CLINs 3003 and 3004 as follows:

Ceiling amount for Option III

From: \$ 6,340,358 00

To: \$29,804,489 21

Increase of: \$23,464,131 21

Ceiling amount for CLIN 3003

From: \$ 1,546,355 00

To: \$24,835,815 26

Increase of: \$23,289,460 26

Ceiling amount for CLIN 3004

From: \$ 47,199 00

To: \$221,869 95

Increase of: \$174,670 95

3 To increase the Total task order award ceiling as follows:

From: \$41,649,133 04

To: \$74,385,228 83

Increase of: \$32,736,095 79

4 To obligate funding for Option II's CLINs 2003 and 2004; and Option III's CLINs 3003 and 3004 as follows:

TI/CLIN 2003: Option Line Items (T&M) Funded Amount:

From: \$ 9,559,060 92

To: \$18,221,426 92

Increase: \$ 8,662,366 00

TI/CLIN 2004: CAF Fee (FFP) Funded Amount:

From: \$106,837 56

To: \$171,805 31

Increase: \$ 64,967 75

The total Option II funded amount is changed from \$14,351,817 48 to \$23,079,151 23, an increase of \$8,727,333 75

TI/CLIN 3003: Option Line Items (T&M) Funded Amount:

From: \$1,546,355 00

To: \$9,170,624 17

Increase: \$7,624,269 17

TI/CLIN 3004: CAF Fee (FFP) Funded Amount:

From: \$ 47,199 00

To: \$104,381 03

Increase: \$ 57,182 03

The total Option III funded amount is changed from \$6,340,358 00 to \$14,021,809 20, an increase of \$7,681,451 20

The total task order funded amount is changed from \$30,236,482 49 to \$46,645,267 44, an increase of \$16,408,784 95

5 To incorporate the "CDC-INFO Surge & Scalability T&M Schedule, Option Year 3", dated September 23, 2020

6 To incorporate the revised Performance Work Statement (PWS) dated 19 November 2020; revisions are highlighted in yellow text The PWS is located under the BOM/SOW page within the ITSS Order Package

7 All other terms and conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$30,236,482.49	\$46,645,267.44	\$16,408,784.95

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print) nancy wright		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR nancy wright _____ (Signature of person authorized to sign)	15C. DATE SIGNED 12/03/2020	16B. UNITED STATES OF AMERICA Matthew F Wright _____ (Signature of person authorized to sign)	16C. DATE SIGNED 12/03/2020
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 3 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 014	3.EFFECTIVE DATE 07/27/2020	4.REQUISITION/PURCHASE REQ.NO. A21631568	5.PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) nancy wright MAXIMUS Federal Services, Inc 3120 Fairview Park Dr Ste 400 FALLS CHURCH, VA 22042-4570 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 05/04/2020 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
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<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) FAR 52.243-3 - Changes-Time-and-Materials or Labor-Hours (SEPT 2000)				
E.IMPORTANT: Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 07/24/2020		Proposal Dated: 07/24/2020		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2020		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,675,515.00	\$0.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$6,322,578.06	\$3,236,482.86	\$9,559,060.92
2004	CAF Fee (0.75%)	\$82,563.94	\$24,273.62	\$106,837.56
ID04170096				

The purposes of this modification are:

1 To add funding to:

CLIN 2003 - Option Line Items (T&M), and

CLIN 2004 - CAF (FFP)

2 To increase the Awarded Ceilings for CLIN 2003 - Option Line Items (T&M), CLIN 2004 - Contract Award Fee (Cost Reimbursable), and the Total Contract Award Ceiling

The changes to the funded amounts and awarded ceilings are as follows:

Option Year II

Change Option Year II Awarded Ceiling as follows:

FROM: \$11,091,061 00

TO: \$14,351,817 48

BY: \$3,260,756 48

Change Option Year II Funded Ceiling as follows:

FROM: \$11,091,061 00

TO: \$14,351,817 48

BY: \$3,260,756 48

CLIN 2001: Contact Center Agent Services: Labor - Firm Fixed Price (FFP)

Awarded Ceiling Price: \$4,675,515 00

Funded Ceiling: \$4,675,515 00

CLIN 2001 is fully funded and remains unchanged

CLIN 2002: ODCs - Cost Reimbursable (CR)

Awarded Ceiling Price: \$10,404 00

Funded Ceiling: \$10,404 00

CLIN 2002 is fully funded and remains unchanged

CLIN 2003: Option Line Items - Time & Material (T&M)

Change Awarded Ceiling as follows:

FROM: \$6,322,578 06

TO: \$9,559,060 92

BY: \$3,236,482 86

Change Funded Ceiling as follows:

FROM: \$6,322,578 06

TO: \$9,559,060 92

BY: \$3,236,482 86

CLIN 2003 is fully funded

CLIN 2004: Contract Access Fee (CAF) - Cost Reimbursable

Change Awarded Ceiling Price as follows:

FROM: \$82,563 94

TO: \$106,837 56

BY: \$24,273 62

Change Funded Ceiling as follows:

FROM: \$82,563 94

TO: \$106,837 56

BY: \$24,273 62

CLIN 2004 is fully funded

Total Task Order Value

Change Task Order Awarded Ceiling as follows:

FROM: \$38,388,376 56

TO: \$41,649,133 04

BY: \$3,260,756 48

(Includes Base year, options, and Option to Extend Services 52 217-8 if exercised)

Change Task Order Total Funded Amount as follows:

FROM: \$20,635,368 01

TO: \$23,896,124 49

BY: \$3,260,756 48

3 All other terms and conditions remain unchanged

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FOR INQUIRIES REGARDING PAYMENT CONTACT:

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$20,635,368.01	\$23,896,124.49	\$3,260,756.48
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print) nancy wright		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR nancy wright (Signature of person authorized to sign)	15C. DATE SIGNED 07/27/2020	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 07/27/2020
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AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 3 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 013	3.EFFECTIVE DATE 05/04/2020	4.REQUISITION/PURCHASE REQ.NO. A21631568	5.PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Timothy Rice MAXIMUS Federal Services, Inc 3120 Fairview Park Dr Ste 400 FALLS CHURCH, VA 22042-4570 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 03/31/2020 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input checked="" type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4(c) Contract Terms and Conditions - Commercial Items (Oct 2018) - Changes.				
<input type="checkbox"/> OTHER (Specify type of modification and authority)				
E.IMPORTANT: Contractor IS required to sign this document and return 1 copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 04/30/2020		Proposal Dated: 04/30/2020		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2020		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,265,511.00	\$410,004.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$1,473,992.00	\$4,848,586.06	\$6,322,578.06
2004	CAF Fee (0.75%)	\$43,124.00	\$39,439.94	\$82,563.94
The purposes of this modification are:				

1 To add funding to:

CLIN 2001 - Contact Center Agent Services: Labor - FFP,

CLIN 2003 - Option Line Items (T&M), and

CLIN 2004 - CAF (FFP)

2 To increase the Awarded Ceilings for CLIN 2003 - Option Line Items (T&M), CLIN 2004 - Contract Award Fee (Cost Reimbursable), and the Total Contract Award Ceiling

The changes to the funded amounts and awarded ceilings are as follows:

Option Year II

Change Option Year II Awarded Ceiling as follows:

FROM \$ 6,246,472 00

TO \$11,091,061 00

BY \$ 4,844,589 00

Change Option Year II Funded Ceiling as follows:

FROM \$ 5,793,031 00

TO \$11,091,061 00

BY \$ 5,298,030 00

CLIN 2001: Contact Center Agent Services: Labor - Firm Fixed Price

Awarded Ceiling Price: \$4,675,515 00 (no change)

Change Funded Ceiling as follows:

FROM \$4,265,511 00

TO \$4,675,515 00

BY \$ 410,004 00

CLIN 2001 is now fully funded

CLIN 2002: ODCs - Cost Reimbursable

Awarded Ceiling Price: \$10,404 00

Funded Ceiling: \$10,404 00

CLIN 2002 is fully funded and remains unchanged

CLIN 2003: Option Line Items - Time & Material

Change Awarded Ceiling as follows:

FROM \$1,514,053 00

TO \$6,322,578 06

BY \$4,808,525 06

Change Funded Ceiling as follows:

FROM \$1,473,992 00

TO \$6,322,578 06

BY \$4,848,586 06

CLIN 2003 is now fully funded

CLIN 2004: Contract Access Fee (CAF) - Cost Reimbursable

Change Awarded Ceiling Price as follows:

FROM \$46,500 00

TO \$82,563 94

BY \$36,063 94

Change Funded Ceiling as follows:

FROM \$43,124 00

TO \$82,563 94

BY \$39,439 94

CLIN 2004 is now fully funded

Total Task Order Value

Change Task Order Awarded Ceiling as follows:

FROM \$33,543,787 56

TO \$38,388,376 56

BY \$ 4,844,589 00

(Includes Base year, options, and Option to Extend Services 52 217-8 if exercised)

Change Task Order Total Funded Amount as follows:

FROM \$15,337,338 01

TO \$20,635,368 01

BY \$ 5,298,030 00

3 To state that the labor skill mix and quantities will be determined by the rate of demand, and are to be coordinated between the CDC-INFO and Maximus Federal in accordance with Task 5 - Surge and Scalability of the PWS

4 To incorporate Labor Rates for Surge in accordance with PWS Task 5 (Surge/Event Response Inquiry Handling), Task 6 1 (Surge/Event State Workforce Management), Task 8 (Surge/Event State: Quality Assurance, Customer Satisfaction and Training), and Section 6; and to incorporate Software License rates for Surge

A As a result of the Surge, discounted T&M rates are hereby incorporated as follows: see attached document (Post Award Collaboration)

B As a result of the aforementioned Surge, Software License fees and Headset equipment costs per user are hereby added as follows: see attached document (Post Award Collaboration)

5 To incorporate Enhancements IAW PWS Task 18A, specifically to provide for "Upgrade Microsoft Dynamics 365 Client" as stated in Future Enhancement Report, 11 Dec 2019, Section 2 4 1 - Business Problem Funding will be provided on the Task Order with CLIN 2003G See PWS Section 9 0 (Refresher Technology-Optional services) for details

6 To incorporate 52 232-22 - Limitation of Funds

7 To revise/correct/clarify language at: Section 7 0, Task 6 1 a i (pg 20), and Sections 8 0 (pg 45), 9 0 (pg 46), and 10 0 (pg47)

(a) Section 7 0, Task 6 1 a i is changed as follows:

FROM: Offering overtime as an extension of normal working hours or split shift; overtime must be approved by the Government, with an executed contract modification

TO: Offering overtime (to include nights, weekends, and/or holidays) as an extension of normal working hours or split shift; overtime must be approved by the Government, with an executed contract modification

(b) Sections 8 0 is changed as follows:

FROM: This OPTIONAL CLIN (Implementation of New Programs and Services) is currently unfunded In the event funding becomes available a fully negotiated modification will be executed to add this item to the task order

TO: This OPTIONAL CLIN x003F (Implementation of New Programs and Services) is currently partially funded

Section 9 0

FROM: This CLIN x (Refresher Technology - Optional services) is currently unfunded In the event funding becomes available a fully negotiated modification will be executed to add this item to the task order

TO: This CLIN x003G (Refresher Technology - Optional services) is currently partially funded

Section 10 0

FROM: This CLIN (Surge and Scalability - Optional services) is currently unfunded In the event funding becomes available a fully negotiated modification will be executed to add this item to the task order

TO: This CLIN x003B (Surge and Scalability - Optional services) is currently funded

8 Any ODCs shall be approved by CDC-INFO and invoiced in accordance with the terms of the task order

9 To restate, Maximus Federal Services, Inc shall only invoice for the actual hours incurred during the performance of the surge and scalability activity under the T&M CLIN, and shall only be paid for actual hours worked

10 All other terms and conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$15,337,338.01	\$20,635,368.01	\$5,298,030.00
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print) Timothy Rice		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR Timothy Rice (Signature of person authorized to sign)	15C. DATE SIGNED 05/01/2020	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 05/04/2020
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

ORDER FOR SUPPLIES AND SERVICES					IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution		PAGE 1 OF 2 PAGE(S)	
1 DATE OF ORDER 03/30/2020			2 ORDER NUMBER 47QFSA18F0008		3 CONTRACT NUMBER GS00V08PDD0068		4 ACT NUMBER A21631568	
FOR GOVERNMENT USE ONLY		5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
		FUND 285F	ORG CODE Q04FA000	B/A CODE AA20	O/C CODE 25	AC	SS	VENDOR NAME
		FUNC CODE AF151	C/E CODE H08	PROJ /PROS NO	CC-A	MDL	FI	G/L DEBT
		W/ITEM	CC-B	PRT /CRFT		AI	LC	DISCOUNT
7 TO: CONTRACTOR (Name, address and zip code) Timothy Rice MAXIMUS Federal Services, Inc 3150 FAIRVIEW PARK DR STE 100 FALLS CHURCH , VA 22042-4504 United States (b) (6)					8 TYPE OF ORDER B DELIVERY		REFERENCE YOUR	
					Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated			
					This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract			
					C MODIFICATION NO 012 TYPE OF MODIFICATION: B Administrative Change (No Funding or POP Date Changes)		AUTHORITY FOR ISSUING	
9A EMPLOYER'S IDENTIFICATION NUMBER 202998066					9B CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged	
10A CLASSIFICATION G9 Other than one of the preceding					10B TYPE OF BUSINESS ORGANIZATION C Corporation			
11 ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)			12 REMITTANCE ADDRESS (MANDATORY) MAXIMUS FEDERAL SERVICES, INC P O BOX 643014 PITTSBURGH, PA 15264 United States		13 SHIP TO(Consignee address, zip code and telephone no.) Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States (b) (6)			
14 PLACE OF INSPECTION AND ACCEPTANCE Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States					15 REQUISITION OFFICE (Name, symbol and telephone no.) Crystal L Crawford GSA Region 4 77 Forsyth St SW Atlanta, GA 30303-3490 United States (b) (6)			
16 F O B POINT Destination			17 GOVERNMENT B/L NO		18 DELIVERY F O B POINT ON OR BEFORE 08/31/2020		19 PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0 00 % 0 DAYS / 0 00 % 0 DAYS	
<p align="center">20. SCHEDULE</p> <p>The purpose of Modification 012 is to recognize the duly signed and executed Novation Agreement entered into with the United States of America (Government), General Dynamics Information Technology, Inc (Transferor) and MAXIMUS Federal Services, Inc (Transferee) with an effective date of November 16, 2018 In accordance with the agreement, the Transferor transfers to the Transferee all assets and the Transferee has assumed all obligations and liabilities of the Transferor for this contract and all subsequent task orders</p> <p>1 In accordance with FAR Part 42 12, this task order Modification 012 incorporates the terms and conditions of the Novation Agreement As such, task order ID04170096 and respective modifications issued under this task order will be amended by substituting the name MAXIMUS Federal Services, Inc in place of General Dynamics Information Technology, Inc (GDIT)</p> <p>2 Change the information on the GSA 300 Form, Block 7 is as follows:</p> <p>FROM General Dynamics Information Technology, Inc (GDIT) 3150 Fairview Park Dr Ste 100 Falls Church, VA, 22042-4504 Cage Code: 07MU1 DUNS #: (b) (4) TIN# (b) (4)</p> <p>TO: MAXIMUS Federal Services, Inc 3120 Fairview Park Dr Ste 400 Falls Church, VA, 22042-4570 Cage Code: 8AMZ8 DUNS #: (b) (4)</p>								

TIN (b) (4)

3 The Novation Agreement and supporting attachments to this GSA Form 300 are made a part of the task order and apply to all subsequent modification actions under this task order, as of March 30, 2020

4 All other terms and conditions remain the same

ITEM NO (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Contact Center Agent Services Labor (9 mos)	1	lot	\$1,659,571 54	\$1,659,571 54
0002	Other Direct Costs (Travel and Materials) (9 mos)	1	lot	\$5,355 00	\$5,355 00
0003	T&M, OPTION line items (9 mos)	1	lot	\$1,716,733 00	\$1,716,733 00
0004	CAF Fee (0 75%) (9 mos)	1	lot	\$27,563 00	\$27,563 00
0005	Labor for Key Personnel	1	lot	\$293,452 56	\$293,452 56
1001	Contact Center Agent Services Labor	1	lot	\$4,342,376 00	\$4,342,376 00
1002	Other Direct Costs (Travel and Materials)	1	lot	\$10,200 00	\$10,200 00
1003	T&M, OPTION line items	1	lot	\$1,445,569 91	\$1,445,569 91
1004	CAF Fee (0 75%)	1	lot	\$43,486 00	\$43,486 00
2001	Contact Center Agent Services Labor	1	lot	\$4,265,511 00	\$4,265,511 00
2002	Other Direct Costs (Travel and Materials)	1	lot	\$10,404 00	\$10,404 00
2003	T&M, OPTION line items	1	lot	\$1,473,992 00	\$1,473,992 00
2004	CAF Fee (0 75%)	1	lot	\$43,124 00	\$43,124 00

21 RECEIVING OFFICE (Name, symbol and telephone no.) CDC INFO and Print Services Branch, [REDACTED]				TOTAL From 300-A(s)	
22 SHIPPING POINT Specified in QUOTE		23 GROSS SHIP WT		GRAND TOTAL	\$15,337,338.01
24 MAIL INVOICE TO: (Include zip code) General Services Administration (FUND) The contractor shall follow these Invoice Submission Instructions . The contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal.fas.gsa.gov), navigating to the appropriate order, and creating the invoice for that order. For additional assistance contact the ASSIST Helpdesk at 877-472-4877. Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)		25A FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support		25B TELEPHONE NO 816-926-7287	
		26A NAME OF CONTRACTING/ORDERING OFFICER (Type) Matthew F Wright		26B TELEPHONE NO [REDACTED]	
		26C SIGNATURE Matthew F Wright 03/31/2020			
GENERAL SERVICES ADMINISTRATION		1. PAYING OFFICE		GSA FORM 300 (REV 2-93)	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 2 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 011	3.EFFECTIVE DATE 11/20/2019	4.REQUISITION/PURCHASE REQ.NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Barbara H Bull GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3150 FAIRVIEW PARK DR STE 100 FALLS CHURCH, VA 22042-4504 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: B Administrative Change (No Funding or POP Date Changes)	
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 09/25/2019 12:00 AM	
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input checked="" type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: A. BLOCK 13c: THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.212-4 (c) Contract Terms and Conditions-Commercial Items (Oct 2018)				
<input type="checkbox"/> OTHER (Specify type of modification and authority)				
E.IMPORTANT: Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 10/30/2019		Proposal Dated: 10/30/2019		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2020		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,265,511.00	\$0.00	\$4,265,511.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$1,473,992.00	\$0.00	\$1,473,992.00
2004	CAF Fee (0.75%)	\$43,124.00	\$0.00	\$43,124.00

Task Order was established under the GSA USA CONTACT (USAC) multiple award contract

Task Order ID04170096

The purpose of modification 011 is to add Federal Acquisition Regulation (FAR) Clause 52 204-25 as mandated by Section 889 of the 2019 National Defense Authorization Act Accordingly, is hereby modified as follows:

1 The following FAR 52 204-25 - PROHIBITION ON CONTRACTING FOR CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT (AUG 2019) is hereby incorporated by reference into the Task Order and Performance Work Statement

2 The updated Performance Work Statement, dated 04 November 2019, is hereby attached to this modification

3 There is no change to the awarded funded value of this task order as the result of this modification
All Terms and Conditions remain unchanged

As a reminder, funding is at CLIN level

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
Cost To GSA:	\$15,337,338.01	\$15,337,338.01		\$0.00
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print) Mike McHugh		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright [REDACTED]		
15B. CONTRACTOR/OFFEROR Mike McHugh (Signature of person authorized to sign)	15C. DATE SIGNED 11/19/2019	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 11/19/2019	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 3 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 015	3.EFFECTIVE DATE 08/26/2020	4.REQUISITION/PURCHASE REQ.NO. A21631568	5.PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) nancy wright MAXIMUS Federal Services, Inc 3120 Fairview Park Dr Ste 400 FALLS CHURCH, VA 22042-4570 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 07/27/2020 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) Authority: FAR 52.217-9 Option to Extend the Term of the Contract				
E.IMPORTANT: Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 08/11/2020		Proposal Dated: 08/11/2020		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2021		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,675,515.00	\$0.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$9,559,060.92	\$0.00	\$9,559,060.92
2004	CAF Fee (0.75%)	\$106,837.56	\$0.00	\$106,837.56
3001	Contact Center Agent Services Labor	\$0.00	\$4,736,192.00	\$4,736,192.00

3002	Other Direct Costs (Travel and Materials)	\$0.00	\$10,612.00	\$10,612.00
3003	T&M, OPTION line items	\$0.00	\$1,546,355.00	\$1,546,355.00
3004	CAF Fee (0.75%)	\$0.00	\$47,199.00	\$47,199.00

Task Order is established under the GSA USA CONTACT (USAC) multiple award contract

Task Order ID04170096

The purposes of (Bilateral) Modification 015 are to:

1 Incorporate Wage Determinations (WDs):

#2015 - 5151, Rev 13 Mississippi, and

#2015 - 5469, Rev 12 Arizona All other / previous WDs are hereby deleted

2 Exercise and fully fund Option Year Three (3) of the subject task order in accordance with Performance Work Statement (PWS) dated August 4, 2020

As a reminder, funding is at CLIN level

The awarded, funded amounts and CLIN distributions are as follows:

Option Year 3 (revised) 09/01/2020 - 08/31/2021

Option Year 3 Awarded Ceiling: \$6,340,358 00

Funded Amount: \$6,340,358 00 (fully funded)

Task Item (TI)/CLIN 3001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,736,192 00

b Funded Ceiling Total - \$4,736,192 00

TI/CLIN 3002: ODCs - Cost Reimbursable

a Awarded Price: \$10,612 00

b Funded Ceiling: \$10,612 00

Travel

a Awarded Ceiling: \$5,306 00

b Funded Ceiling: \$5,306 00

Material

a Awarded Ceiling: \$5,306 00

b Funded Ceiling: \$5 306 00

TI/CLIN 3003: Option Line Items (T&M)

a Awarded Ceiling: \$1,546,355 00

b Funded Ceiling: \$1,546,355 00

TI/CLIN 3004: CAF Fee (0 75%) (Firm Fixed Price): \$47,199 00

Funded Ceiling: \$47,199 00

The total task order awarded ceiling is \$41,649,133 04 (Unchanged)

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The total funded ceiling is \$30,236,482 49 (increased from \$23,896,124 49 by \$6,340,358 00)

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

All Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$23,896,124.49	\$30,236,482.49	\$6,340,358.00

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print) nancy wright		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR nancy wright (Signature of person authorized to sign)	15C. DATE SIGNED 08/26/2020	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 08/26/2020
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 5 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 010	3.EFFECTIVE DATE 09/26/2019	4.REQUISITION/PURCHASE REQ.NO. A21631568	5.PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Barbara H Bull GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3150 FAIRVIEW PARK DR STE 100 FALLS CHURCH, VA 22042-4504 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 08/26/2019 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input checked="" type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103 (a) bilateral modifications				
<input type="checkbox"/> OTHER (Specify type of modification and authority)				
E.IMPORTANT: Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 09/17/2019		Proposal Dated: 09/23/2019		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2020		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,265,511.00	\$0.00	\$4,265,511.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$1,348,254.13	\$125,737.87	\$1,473,992.00
2004	CAF Fee (0.75%)	\$43,124.00	\$0.00	\$43,124.00
Task Order was established under the GSA USA CONTACT (USAC) multiple award contract				

Task Order ID04170096

On September 19, 2019, a quote was submitted by Barbara Bull, General Dynamics Information Technologies Performance shall be in accordance with all provisions and specifications as stipulated herein, in accordance with quote received and the Performance Work Statement (PWS) dated September 20, 2019

The purpose of this modification 010:

The purposes of this modification include pricing modifications and non-pricing modification to:

1 Incorporate Wage Determinations (WDs):

#2015 - 5151, Rev 11 Mississippi and

#2015 - 5469, Rev 10 Arizona All other / previous WDs are hereby deleted

2 Incorporate revised Performance Work Statement (PWS), dated September 20, 2019

To include

a Change the key personnel position of Quality Assurance Manager to full time

b Clarify / enhance PWS requirements regarding training program and CRM search processes

c Update Section 6 - Performance Metrics Summary

d Update Appendix A Emergency Report Data Definitions

e See additional changes highlighted in yellow in the PWS

3 Increase the total contract value

As a reminder, funding is at CLIN level

BASE PERIOD OF PERFORMANCE: 12/01/2017 - 08/31/2018

Base Awarded Ceiling: \$3,702,675 56

Changed from \$3,702,675 10 to \$3,702,675 56 for a decrease of \$-0 46

Base Funded Amount: \$3,702,675 10

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$1,659,572 00

changed from \$1,659,571 54 to \$1,659,572 00 for a decrease of \$-0 46

b Funded Ceiling: \$1,659,571 08 -

changed from \$1,659,571 54 to \$1,659,571 08 for an increase of \$0 46

TI/CLIN 0002: ODCs - Cost Reimbursable

a Awarded Price: \$5,355 00

b Funded Ceiling: \$5,335 00

Travel

a Awarded Ceiling: \$2,498 00

b Funded Ceiling: \$2,498 00

Material

a Awarded Ceiling: \$2,857 00

b Funded Ceiling: \$2,857 00

TI/CLIN 003: Option Line Items (T&M)

a Awarded Ceiling: \$1,716,733 00

b Total Funded Ceiling: \$1,716,733 00

TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price):

a Awarded Ceiling: \$27,563 33

b Total Funded Ceiling: 27,563 33

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling: \$293,452 56

b Funded Ceiling: \$293,452 56

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1

Awarded Ceiling: \$5,841,632 00

Funded Ceiling \$5,841,631 91

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling: \$4,342,376 00

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00

b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M)

a Awarded Ceiling: \$1,445,570 00

b Funded Ceiling: \$1,445,569 91

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (No change)

a Awarded amount: \$43,486 00

b Funded Ceiling: \$43,486 00

Option Year 2: 09/01/2019 - 08/31/2020

Awarded Ceiling: \$6,246,472 00 -

changed from \$5,793,031 00 to \$6,246,472 00 for an increase of \$453,441 00

Funded Ceiling (incrementally funded): \$5,793,031 00 -

changed from \$5,667,293 13 to \$5,793,031 00 for an increase of \$125,737 87

Task Item (TI)/CLIN 2001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,675,515 00 -

changed from \$4,265,511 00 to \$4,675,515 00 for an increase of \$410,004 00

b Funded Ceiling (incrementally funded): \$4,265,511 00

TI/CLIN 2002: ODCs - Cost Reimbursable

a Awarded Price: \$10,404 00

b Funded Ceiling: \$10,404 00

Travel

a Awarded Ceiling: \$5,202 00

b Funded Ceiling: \$5,202 00

Material

a Awarded Ceiling: \$5,202 00

b Funded Ceiling: \$5,202 00

TI/CLIN 2003: Option Line Items (T&M)

a Awarded Ceiling: \$1,514,053 00 -

changed from \$1,473,992 00 to \$1,514,053 00 for an increase of \$40,061 00

b Funded Ceiling: \$1,473,992 00 - changed from \$1,348,254 13 to \$1,473,992 00 for an increase of \$125,737 87

TI/CLIN 2004 CAF Fee (0 75%) (Firm Fixed Price):

a Awarded Ceiling: \$46,500 00 -

changed from \$43,124 00 to \$46,500 00 for an increase of \$3,376 00

Funded Ceiling (incrementally funded): \$43,124 00

Option Year 3 - 09/01/2020 - 08/31/2021

Option Year 3

Awarded Ceiling: \$6,340,358 00 -

changed from \$5,841,172 32 to \$6,340,358 00 for an increase of \$499,185 68

Funded Ceiling: \$0 00

Task Item (TI)/CLIN 3001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,736,192 00 -

changed from \$4,284,646 00 to \$4,735,192 00 for an increase of \$451,546 00

b Funded Ceiling Total - \$0 00

TI/CLIN 3002: ODCs - Cost Reimbursable

a Awarded Price: \$10,612 00

b Funded Ceiling: \$0

Travel

a Awarded Ceiling: \$5,306 00

b Funded Ceiling: \$0

Material

a Awarded Ceiling: \$5,306 00

b Funded Ceiling:

TI/CLIN 3003: Option Line Items (T&M)

a Awarded Ceiling: \$1,546,355 00 -

changed from \$1,502,431 32 to \$1,546,355 00 for an increase of \$43,923 68

b Funded Ceiling: \$0

TI/CLIN 3004: CAF Fee (0 75%) (Firm Fixed Price):

a Awarded Ceiling: \$47,199 00 -

changed from \$43,483 00 to \$47,199 00 for an increase of \$3,716 00

Funded Ceiling: \$0

,

Option Year 4 - 09/01/2021 - 08/31/2022

Option Year 4 Awarded Ceiling: (b) (4)

changed from (b) (4)

Funded Ceiling: \$0 00

Task Item (TI)/CLIN 4001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: (b) (4)

changed from (b) (4)

b Funded Ceiling Total: (b) (4)

TI/CLIN 4002: ODCs - Cost Reimbursable

a Awarded Price: (b) (4)

b Funded Ceiling: (b) (4)

Travel

a Awarded Ceiling: (b) (4)

b Funded Ceiling: (b) (4)

Material

a Awarded Ceiling: (b) (4)

b Funded Ceiling: (b) (4)

TI/CLIN 4003: Option Line Items (T&M)

a Awarded Ceiling: (b) (4) -

changed from (b) (4)

b Funded Ceiling:

TI/CLIN 4004: CAF Fee (0 75%) (Firm Fixed Price):

a Awarded Ceiling: (b) (4)

changed from (b) (4)

b Funded Ceiling: (b) (4)

,

Option Year 5 - 09/01/2022 - 11/30/2022 (3 months)

Option Year 5 - Awarded Ceiling: (b) (4)

changed (b) (4)

Funded Ceiling: (b) (4)

TI/CLIN 5001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: (b) (4)

changed from (b) (4)

b Funded Ceiling Total (b) (4)

TI/CLIN 5002: ODCs - Cost Reimbursable

a Awarded Price (b) (4)

b Funded Ceiling: (b) (4)

Travel

a Awarded Ceiling: (b) (4)

b Funded Ceiling: (b) (4)

Material

a Awarded Ceiling: (b) (4)

b Funded Ceiling: (b) (4)

TI/CLIN 5003: Option Line Items (T&M)

a Awarded Ceiling: (b) (4)

changed from (b) (4)

b Funded Ceiling (b) (4)

TI/CLIN 5004: CAF Fee (0 75%) (Firm Fixed Price):

a Awarded Ceiling: (b) (4)

from (b) (4)

Funded Ceiling: (b) (4)

,

Six Month extension (no change) 12/01/2022 - 05/31/2023

Six Month extension

a Awarded Ceiling: (b) (4)

changed from (b) (4)

b Funded Ceiling: (b) (4)

Task Item (TI)/CLIN 6001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: (b) (4)

changed from (b) (4)

b Funded Ceiling: (b) (4)

TI/CLIN 6002: ODCs - Cost Reimbursable

a Awarded Price: (b) (4)

b Funded Ceiling: (b) (4)

Travel

a Awarded Ceiling (b) (4)

b Funded Ceiling: (b) (4)

Material

a Awarded Ceiling (b) (4)

b Funded Ceiling: (b) (4)

TI/CLIN 6003: Option Line Items (T&M)

a Awarded Ceiling: (b) (4)

changed from (b) (4)

b Funded Ceiling: (b) (4)

TI/CLIN 6004: CAF Fee (0 75%) (Firm Fixed Price):

a Awarded amount (b) (4)

- changed from \$ (b) (4)

Funded Ceiling: (b) (4)

The task order awarded ceiling is (b) (4)

changed from (b) (4)

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is (b) (4)

changed from (b) (4)

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

All Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$15,211,600.14	\$15,337,338.01	\$125,737.87
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print) Barbara H Bull		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR Barbara H Bull (Signature of person authorized to sign)	15C. DATE SIGNED 09/25/2019	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 09/25/2019
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

ORDER FOR SUPPLIES AND SERVICES					IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution		PAGE 1 OF 2 PAGE(S)	
1 DATE OF ORDER 08/27/2019			2 ORDER NUMBER 47QFSA18F0008		3 CONTRACT NUMBER GS00V08PDD0068		4 ACT NUMBER A21631568	
FOR GOVERNMENT USE ONLY		5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
		FUND 285F	ORG CODE Q04FA000	B/A CODE AA20	O/C CODE 25	AC	SS	VENDOR NAME
		FUNC CODE AF151	C/E CODE H08	PROJ /PROS NO	CC-A	MDL	FI	G/L DEBT
		W/ITEM	CC-B	PRT /CRFT	AI	LC	DISCOUNT	
7 TO: CONTRACTOR (Name, address and zip code) Barbara H Bull GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3150 FAIRVIEW PARK DR STE 100 FALLS CHURCH , VA 22042-4504 United States (b) (6)					8 TYPE OF ORDER B DELIVERY		REFERENCE YOUR	
					Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated			
					This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract			
					C MODIFICATION NO 009 TYPE OF MODIFICATION: E Amount + Admin Change		AUTHORITY FOR ISSUING	
9A EMPLOYER'S IDENTIFICATION NUMBER 541194322				9B CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged		
10A CLASSIFICATION G9 Other than one of the preceding					10B TYPE OF BUSINESS ORGANIZATION C Corporation			
11 ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)			12 REMITTANCE ADDRESS (MANDATORY) GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC P O BOX 643014 PITTSBURGH, PA 15264 United States		13 SHIP TO(Consignee address, zip code and telephone no.) Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States (b) (6)			
14 PLACE OF INSPECTION AND ACCEPTANCE Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States					15 REQUISITION OFFICE (Name, symbol and telephone no.) Patti Slay GSA Region 04 77 Forsyth Street Atlanta, GA 30308-3490 United States (b) (6)			
16 F O B POINT Destination			17 GOVERNMENT B/L NO		18 DELIVERY F O B POINT ON OR BEFORE 08/31/2020		19 PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0 00 % 0 DAYS / 0 00 % 0 DAYS	
<p align="center">20. SCHEDULE</p> <p>Authority: FAR 52 217-9 Option to Extend the Term of the Contract and FAR 43 103(b) (Administrative)</p> <p>Task Order was established under the GSA USA CONTACT (USAC) multiple award contract</p> <p>Task Order ID04170096</p> <p>This modification 009 is issued to exercise Option Year Two (2) of the subject task order in accordance with Performance Work Statement (PWS) dated July 08, 2019 and update Contractor's address</p> <p>As a reminder, funding is at CLIN level</p> <p>The awarded, funded amounts and CLIN distributions are as follows:</p> <p>Option Year 2: 09/01/2019 - 08/31/2020</p> <p>Option Year 2 Awarded Ceiling: \$5,793,031 00 Funded Amount: \$5,667,293 13 (incrementally funded)</p> <p>Task Item (TI)/CLIN 2001 Contact Center Agent Services: Labor & Firm Fixed Price a Awarded Price: \$4,265,511 00 b Funded Ceiling: \$4,265,511 00</p>								

TI/CLIN 2002: ODCs & Cost Reimbursable

a Awarded Price: \$10,404 00

b Funded Ceiling: \$10,404 00

Travel

a Awarded Ceiling: \$5,202 00

b Funded Ceiling: \$5,202 00

Material

a Awarded Ceiling: \$5,202 00

b Funded Ceiling: \$5,202 00

TI/CLIN 2003: Option Line Items (T&M)

a Awarded Ceiling: \$1,473,992 00

b Funded Ceiling: \$1,348,254 13 (incrementally funded)

TI/CLIN 2004 CAF Fee (0 75%) (Firm Fixed Price): \$43,124 00

Funded Ceiling: \$43,124 00

The total task order awarded ceiling is \$31,708,412 02

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$15,211,600 14

changed from \$9,544,307 01 to \$15,211,600 14 for an increase of \$5,667,293 13

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

Contractor's address is changed as stated in Block 7

All other Terms and Conditions remain unchanged

ITEM NO (A)	SUPPLIES OR SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Contact Center Agent Services Labor (9 mos)	1	lot	\$1,659,571 54	\$1,659,571 54
0002	Other Direct Costs (Travel and Materials) (9 mos)	1	lot	\$5,355 00	\$5,355 00
0003	T&M, OPTION line items (9 mos)	1	lot	\$1,716,733 00	\$1,716,733 00
0004	CAF Fee (0 75%) (9 mos)	1	lot	\$27,563 00	\$27,563 00
0005	Labor for Key Personnel	1	lot	\$293,452 56	\$293,452 56
1001	Contact Center Agent Services Labor	1	lot	\$4,342,376 00	\$4,342,376 00
1002	Other Direct Costs (Travel and Materials)	1	lot	\$10,200 00	\$10,200 00
1003	T&M, OPTION line items	1	lot	\$1,445,569 91	\$1,445,569 91
1004	CAF Fee (0 75%)	1	lot	\$43,486 00	\$43,486 00
2001	Contact Center Agent Services Labor	1	lot	\$4,265,511 00	\$4,265,511 00
2002	Other Direct Costs (Travel and Materials)	1	lot	\$10,404 00	\$10,404 00
2003	T&M, OPTION line items	1	lot	\$1,348,254 13	\$1,348,254 13
2004	CAF Fee (0 75%)	1	lot	\$43,124 00	\$43,124 00

21 RECEIVING OFFICE (Name, symbol and telephone no.)

CDC INFO and Print Services Branch, 404-639-2846

TOTAL

**From
300-A(s)**

22 SHIPPING POINT

Specified in QUOTE

23 GROSS SHIP WT

GRAND

\$15,211,600.14

TOTAL

24 MAIL INVOICE TO: (Include zip code)

General Services Administration (FUND)

The contractor shall follow these [Invoice Submission Instructions](#). The contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. For additional assistance contact the ASSIST Helpdesk at 877-472-4877. Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

25A FOR INQUIRIES REGARDING
PAYMENT CONTACT:
GSA Finance Customer Support

25B TELEPHONE NO
816-926-7287

26A NAME OF
CONTRACTING/ORDERING
OFFICER(Type)
Matthew F Wright

26B TELEPHONE NO
(b) (6)

26C SIGNATURE
Matthew F Wright 08/26/2019

GENERAL SERVICES ADMINISTRATION

1. PAYING OFFICE

GSA FORM 300 (REV
2-93)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 3 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 008	3.EFFECTIVE DATE 05/02/2019	4.REQUISITION/PURCHASE REQ NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Fernando Juarez GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QESA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 03/21/2019 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) FAR 52.232.22 Limitation of Funds				
E.IMPORTANT: Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 05/02/2019		Proposal Dated: 05/02/2019		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2019		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$2,921,679.42	\$1,420,696.58	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$530,306.20	\$915,263.71	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
Task Order is established under the USA CONTACT (USAC)				
Task Order ID04170096				
The purpose of this modification 008 is issued to fully fund Option Year One (1) As a reminder, funding is at CLIN level				

This task order modification is issued in accordance with the revised Performance Work Statement (PWS), dated May 02, 2019

The awarded, funded amounts and CLIN distributions are as follows:

BASE PERIOD OF PERFORMANCE: 12/01/2017 - 08/31/2018

Base Awarded Ceiling: \$3,702,675 10

Base Funded Amount: \$3,702,675 10

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$1,659,571 54

b Funded Ceiling: Total \$1,659,571 54

TI/CLIN 0002: ODCs - Cost Reimbursable

a Awarded Price: \$5,355 00

b Funded Ceiling:\$5,335 00

Travel

a Awarded Ceiling: \$2,498 00

b Funded Ceiling: \$2,498 00

Material

a Awarded Ceiling: \$2,857 00

b Funded Ceiling: \$2,857 00

TI/CLIN 003: Option Line Items (T&M)

a Awarded Ceiling: \$1,716,733 00

b Total Funded Ceiling: \$1,716,733 00

TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price): \$27,563 00

Total Funded Ceiling \$27,563 00

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling: \$293,452 56

b Funded Ceiling: \$293,452 56

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1

Awarded Ceiling: \$5,841,632 00

Funded Ceiling: \$5,841,631 91

Changed from \$3,505,671 62 to \$5,841,631 91 for an increase of \$2,335,960 29

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling (revised): \$4,342,376 00

changed from \$2,921,679 42 to \$4,342,376 00 for an increase of \$1,420,696 58

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00

b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M)

a Awarded Ceiling \$1,445,570 00

b Funded Ceiling (revised): \$1,445,569 91

changed from \$530,306 20 to \$1,445,569 91 for an increase of \$915,263 71

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (No change)

a Awarded amount: \$43,486 00

b Funded Ceiling: \$43,486 00

The task order awarded ceiling is \$31,708,412 02 - (Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$9,544,307 01 -

changed from \$7,208,346 72 to \$9,544,307 01 for an increase of \$2,335,960 29

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

All Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract These revised instructions do not change

the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$7,208,346.72	\$9,544,307.01	\$2,335,960.29

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright _____ (Signature of person authorized to sign)	16C. DATE SIGNED 05/02/2019
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 3 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 007	3.EFFECTIVE DATE 03/21/2019	4.REQUISITION/PURCHASE REQ NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Fernando Juarez GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
CODE			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QESA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 09/19/2018 12:00 AM	
FACILITY CODE				
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) FAR Authority: 43.103 (b) - Administrative Change				
E.IMPORTANT: Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 03/20/2019		Proposal Dated: 03/20/2019		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2019		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$2,371,679.42	\$550,000.00	\$2,921,679.42
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,080,306.20	(\$550,000.00)	\$530,306.20
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
Task Order is established under the USA CONTACT (USAC)				
Task Order ID04170096				
The purpose of this no-cost-to-either-party modification 007 is to: 1) Realign funds From: CLIN 1003				

To: CLIN 1001 for the Option Year One (1) in the amount of \$550,000 in order to meet anticipated and upcoming charges

The breakout amounts are as follows:

- a CLIN 1001 - Increase \$550,000
- b CLIN 1003 - Decrease by \$550,000

2) Update the COR information and add technical assistant name

This task order modification is issued in accordance with the revised Performance Work Statement (PWS), dated March 21, 2019 and the General Dynamics Information Technology (GDIT) Limitation of Cost Notification, dated January 24, 2019

The awarded, funded amounts and CLIN distributions are as follows:

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1

Awarded Ceiling: \$5,841,632 00

Funded Ceiling: \$3,505,671 62

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling (revised): \$2,921,679 42

changed from \$2,371,679 42 to \$2,921,679 42 for an increase of \$550,000

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00

b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) (no change)

a Awarded Ceiling \$1,445,570 00

b Funded Ceiling: \$530,306 20

changed from \$1,080,306 20 to \$530,306 20 for a decrease of \$550,000

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (No change)

a Awarded amount: \$43,486 00

b Funded Ceiling: \$43,486 00

The task order awarded ceiling is \$31,708,412 02

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$7,208,346 72

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

All other Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
Cost To GSA:		\$7,208,346.72	\$7,208,346.72	\$0.00
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
		Matthew F Wright (b) (6)		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright		16C. DATE SIGNED 03/21/2019
(Signature of person authorized to sign)		(Signature of person authorized to sign)		

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 2 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 006	3.EFFECTIVE DATE 09/19/2018	4.REQUISITION/PURCHASE REQ NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Fernando Juarez GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QESA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 09/13/2018 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) FAR 52.232.22 Limitation of Funds				
E.IMPORTANT: Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 09/18/2018		Proposal Dated: 09/18/2018		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2019		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$2,090,839.71	\$280,839.71	\$2,371,679.42
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,080,306.20	\$0.00	\$1,080,306.20
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
Task Order is established under the USA CONTACT (USAC) Task Order ID04170096 The purpose of modification 06 is to incrementally fund Option Year One (1) of the subject task order in accordance with Performance Work Statement dated September 19, 2018 Option Year 1 09/01/2018 - 08/31/2019				

Option Year 1
 Awarded Ceiling: \$5,841,632 00
 Funded Ceiling (revised): \$3,505,671 62
 changed from \$3,224,831 91 to \$3,505,671 62 for an increase of \$280,839 71
 Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price
 a Awarded Price: \$4,342,376 00
 b Funded Ceiling (revised): \$2,371,679 42
 changed from \$2,090,839 71 to \$2,371,679 42 for an increase of \$280,839 71
 TI/CLIN 1002: ODCs - Cost Reimbursable (no change)
 a Awarded Price \$10,200 00
 b Funded Ceiling: \$10,200 00

Travel
 a Awarded Ceiling \$5,100 00
 b Funded Ceiling: \$5,100 00
 Material
 a Awarded Ceiling \$5,100 00
 b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) (no change)
 a Awarded Ceiling \$1,445,570 00
 b Funded Ceiling: \$1,080,306 20

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (no change)
 a Awarded amount: \$43,486 00
 b Funded Ceiling: \$43,486 00

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

The task order awarded ceiling is \$31,708,412 02
 (Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$7,208,346 72
 changed from \$6,927,507 01 to \$7,208,346 72 for an increase of \$280,839 71

All Terms and Conditions remain unchanged

Full SF30 information is located in Post Award Collaboration (PAC) in ITSS

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$6,927,507.01	\$7,208,346.72	\$280,839.71
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 09/19/2018
(Signature of person authorized to sign)		(Signature of person authorized to sign)	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 2 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / P O 005	3.EFFECTIVE DATE 09/13/2018	4.REQUISITION/PURCHASE REQ NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Fernando Juarez GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QESA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 08/30/2018 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) 52.232.22 Limitation of Funds				
E.IMPORTANT: Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 09/11/2018		Proposal Dated: 09/11/2018		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2019		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$1,810,000.00	\$280,839.71	\$2,090,839.71
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,080,306.20	\$0.00	\$1,080,306.20
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
Task Order is established under the USA CONTACT (USAC) Task Order ID04170096				
The purpose of modification 05 is to add incremental funding for Option Year One (1) of the subject task order in accordance with Performance Work Statement dated September 12, 2018				

The awarded, funded amounts and CLIN distributions are as follows:

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1:

Awarded Ceiling: \$5,841,632 00

Funded Ceiling (revised): \$3,224,831 91

changed from \$2,943,992 20 to \$3,224,831 91 for an increase of \$280,839 71

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling (revised): \$2,090,839 71

changed from \$1,810,000 00 to \$2,090,839 71 for an increase of \$280,839 71

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00

b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) (no change)

a Awarded Ceiling \$1,445,570 00

b Funded Ceiling: \$1,080,306 20

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (no change)

a Awarded amount: \$43,486 00

b Funded Ceiling: \$43,486 00

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

The task order awarded ceiling is \$31,708,412 02

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$6,927,507 01

changed from \$6,646,667 30 to \$6,927,507 01 for an increase of \$280,839 71

All Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
Cost To GSA:	\$6,646,667.30	\$6,927,507.01	\$280,839.71	
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)		
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 09/13/2018	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 2 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 004	3.EFFECTIVE DATE 08/30/2018	4.REQUISITION/PURCHASE REQ NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Fernando Juarez GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QESA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 08/29/2018 12:00 AM	
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input checked="" type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.217-9 Option to Extend the Term of the Contract				
<input type="checkbox"/> OTHER (Specify type of modification and authority)				
E.IMPORTANT: Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 08/29/2018		Proposal Dated: 08/29/2018		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2019		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$0.00	\$1,810,000.00	\$1,810,000.00
1002	Other Direct Costs (Travel and Materials)	\$0.00	\$10,200.00	\$10,200.00
1003	T&M, OPTION line items	\$0.00	\$1,080,306.20	\$1,080,306.20
1004	CAF Fee (0.75%)	\$0.00	\$43,486.00	\$43,486.00
Task Order is established under the USA CONTACT (USAC) Task Order ID04170096 This Modification 004 is to exercise Option Year One (1) to the subject task order in accordance with Performance Work Statement dated August 29, 2018				
The awarded, funded amounts and CLIN distributions are as follows:				
Option Year 1 09/01/2018 - 08/31/2019				

Option Year 1 Awarded Ceiling: \$5,841,632 00

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling: \$1,810,000 00

TI/CLIN 1002: ODCs - Cost Reimbursable

a Awarded Price \$10,200 00

b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

B Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M)

a Awarded Ceiling \$1,445,570 00

b Funded Ceiling: \$1,080,306 20

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price): \$:43,486 00

Funded Ceiling: \$43,486 00

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission).

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
Cost To GSA:	\$3,702,675.10	\$6,646,667.30		\$2,943,992.20
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print) Fernando Juarez		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)		
15B. CONTRACTOR/OFFEROR Fernando Juarez (Signature of person authorized to sign)	15C. DATE SIGNED 08/30/2018	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 08/30/2018	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 2 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / 003	3.EFFECTIVE DATE 08/29/2018	4.REQUISITION/PURCHASE REQ NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Fernando Juarez GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QESA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 04/24/2018 12:00 AM	
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input checked="" type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR Authority: 43.103 (a)				
<input type="checkbox"/> OTHER (Specify type of modification and authority)				
E.IMPORTANT: Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 08/27/2018		Proposal Dated: 08/27/2018		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 08/31/2018		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,836,322.45	(\$176,750.91)	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$7,500.00	(\$2,145.00)	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,156,442.95	\$560,290.05	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$40,294.00	(\$12,731.00)	\$27,563.00
0005	Labor for Key Personnel	\$586,905.00	(\$293,452.44)	\$293,452.56
Task Order is established under the USA CONTACT (USAC) Task Order ID04170096 The purposes of this modification 003 are to: 1 Correct CLIN 001 - Ceiling Price 2 Correct CAF 3 Correct Contract Award Ceiling 4 Revise Period of Performance dates 5 Incorporate Pricing based of new Period of Performance 6 Fully fund Base Year 7 Incorporate Wage Determinations: WD15-4471 (Rev 6) and WD15-4983 (Rev 6) 8 Incorporate revised Performance Work Statement (PWS), dated August 24, 2018 and 9 Price revisions are based on General Dynamics Information Technology (GDIT) quote, dated July 27, 2018				

All Terms and Conditions remain unchanged, except as specified below

The Base Ceiling Amount and Base Funded Amount have been changed. The ceiling and funded amounts are as follows:

BASE PERIOD OF PERFORMANCE: (revised) 12/01/2017 - 08/31/2018

Changed from 12/01/2017 - 11/30/2018 to 12/01/2017 - 08/31/2018

Base Year awarded ceiling was incorrectly stated on original award as \$6,068,796 and the amount should be \$6,073,715.77

Base Awarded Ceiling (revised): \$3,702,675.10

from \$6,073,715.77 to \$3,702,674.54 for a decrease of \$(2,371,041.23)

Base Funded Amount (revised): \$3,702,675.10 -

changed from \$3,627,464.40 to \$3,702,675.10 for an increase of \$75,210.70

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price (revised): \$1,659,571.54 - changed from \$3,358,522.00 to \$1,659,571.54 for a decrease of \$(1,698,950.46)

b Funded Ceiling (revised): Total - \$1,659,571.54

changed from \$1,836,322.45 to \$1,659,571.54 for a decrease of \$176,750.91

TI/CLIN 0002: ODCs - Cost Reimbursable

a Awarded Price (revised): \$5,355.00

Changed from \$12,500.00 to \$5,355.00 for a decrease of \$-4,645.00

b Funded Ceiling (revised): \$5,335.00

Changed from \$7,500 to \$5,335.00 for a decrease of \$-2,145.00

Travel

a Awarded Ceiling (revised): \$2,498.00 - changed from \$7,500.00 for a decrease of \$-5,002.00

b Funded Ceiling (revised): \$2,498.00 - changed from \$7,500.00 for a decrease of \$-5,002.00

Material

a Awarded Ceiling (revised): \$2,857.00 - changed from \$5,000.00 to \$2,857.00 for a decrease of \$2,143

b Funded Ceiling (revised): \$2,857.00 - changed from \$2,500.00 to \$2,857.00 for an increase of \$357.00

TI/CLIN 003: Option Line Items (T&M)

a Awarded Ceiling (revised): \$1,716,733.00 -

Changed from \$2,073,075.00 to \$1,716,733.00 for a decrease of (\$356,342.00)

b Total Funded Ceiling (revised): \$1,716,733.00 - Changed from \$1,156,442.95 to \$1,716,733.00 an increase of \$560,290.05

TI/CLIN 004: CAF Fee (0.75%) (Firm Fixed Price)(Revised) \$27,563.00: changed from \$45,213.77 to \$27,563.00 for a decrease of \$-17,650.77

Total Funded Ceiling (revised) \$27,563.00: changed from \$40,294.00 to \$27,563.00 for a decrease \$-12,731.00

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling (revised): \$293,452.56 - changed from \$586,905.00 changed to \$293,452.56 for a decrease of \$-293,452.44

b Funded Ceiling (revised): \$293,452.56 - changed from \$586,905.00 to \$293,452.56 for a decrease of \$-293,452.44

***Please the PAC Section in GSA/ASSIST/ITSS for additional information for the Option Years

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order. Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT		INCREASE/DECREASE
Cost To GSA:	\$3,627,464.40	\$3,702,675.10	\$75,210.70	
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or print) Fernando Juarez		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)		
15B. CONTRACTOR/OFFEROR Fernando Juarez	15C. DATE SIGNED 08/29/2018	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 08/29/2018	
(Signature of person authorized to sign)		(Signature of person authorized to sign)		
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243		

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 3 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / P O 002	3.EFFECTIVE DATE 04/23/2018	4.REQUISITION/PURCHASE REQ NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Jordyn V Simoes GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QESA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
CODE	FACILITY CODE		10B. DATED (SEE ITEM 11) 12/22/2017 12:00 AM	
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority)				
E.IMPORTANT: Contractor IS required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 04/13/2018	Proposal Dated: 04/13/2018		Order ID: ID04170096	
PERFORMANCE PERIOD FROM: 12/01/2017	PERFORMANCE PERIOD TO: 11/30/2018		Desired Delivery Date:	
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor	\$2,124,002.45	(\$287,680.00)	\$1,836,322.45
0002	Other Direct Costs (Travel and Materials)	\$5,000.00	\$2,500.00	\$7,500.00
0003	T&M, OPTION line items	\$871,262.95	\$285,180.00	\$1,156,442.95
0004	CAF Fee (0.75%)	\$40,294.00	\$0.00	\$40,294.00
0005	Labor for Key Personnel	\$586,905.00	\$0.00	\$586,905.00
Task Order is established under the USA CONTACT (USAC) Task Order ID04170096				
The purpose of this no-cost-to-either-party modification 0002 is to: Realign funds between CLINS 001, 002, and 003 for the Base Year only in the amount of \$287,680 00 due to the fact that the Transition period (CLIN 003) has taken much longer than scheduled The breakout amounts are as follows:				
1 CLIN 001 - Decrease \$287,680 00 2 CLIN 002 - Increase by \$2500 00 3 CLIN 003 - Increase by \$285,180 00				
All Terms and Conditions remain unchanged, except as specified below				
This task order modification is issued in accordance with the revised Performance Work Statement (PWS), dated April 05, 2018 and the General Dynamics Information Technology (GDIT) Limitation of Cost Notification, dated March 22, 2018 Options were awarded but not exercised or funded at this time Option periods may be exercised within the time stated in clause 52 217-9/8; see PWS				

This is a Firm Fixed Price; Severable Task Order. The contract type established for work performed and payable under line items X001 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16.202. Invoices for work payable under CLIN 0001 shall be paid monthly (10), at 1/10 of the total line item value. Invoices for work payable under Option CLINs 1001 (if exercised), 2001 (if exercised), 3001 (if exercised), 4001 (if exercised), and 5001 (if exercised) shall be paid monthly (12), at 1/12 of the total line item value. See the clause in the PWS entitled, Invoices.

The contract type established for work performed and payable under line items X002 for the base period and all option periods, if exercised, is Cost Reimbursable (CR) in accordance with FAR subpart 16.302. The NTE Ceiling for line item X002 is stated in the schedule below. See the clause in the PWS entitled, Invoices.

The contract type established for work performed and payable under line items X003 for the base period and all option periods, if exercised, is Time and Material (T&M) in accordance with FAR subpart 16.602. The T&M rates stated in the contractor's quote, dated October 26, 2017, shall be the T&M rates allowable for invoicing under line item X003. The NTE Ceiling for line item X003 is stated in the schedule below. See the clause in the PWS entitled, Invoices.

The contract type established for work performed and payable under line items X004 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16.202.

The contract type established for work performed and payable under line items 0005 for the base period (there are no options for this) is Firm Fixed Price (FFP) in accordance with FAR subpart 16.202. Invoices for work payable under line item 0005 shall be paid monthly, at 1/12 of the total line item value. See the clause in the PWS entitled, Invoices.

The period of performance will be incrementally funded in the amount of \$3,627,464.40. Additional funding will be provided via a modification at a later date in accordance with Incremental Funding - Time and Materials/Labor Hour clause. The Base Ceiling Amount and Base Funded Amount are not changed. The ceiling and funded amounts are as follows:

BASE PERIOD OF PERFORMANCE: 12/01/2017 - 11/30/2018

Base Awarded Ceiling: \$6,068,796.00 (no change)

Base Funded Amount: \$3,627,464.40 (no change)

Task Item (TI)/CLIN 0001: Contact Center Agent Services: Labor - Firm Fixed Price

a. Awarded Price: \$3,358,522.00

b. Funded Ceiling (revised): Total - \$1,896,002.93 - Changed from \$2,124,002.45 to \$1,896,002.93 for a decrease of \$287,680.00

0001A Customer Service Representatives (Generalist), (Task 1, 2, 3) 0-127,000

minutes: (b) (4)

0001B Customer Service Representatives (Specialist) (Task 1, 2, 3) 0-35,000 minutes:

(b) (4)

0001C RESERVED

0001D RESERVED

0001E RESERVED

0001F RESERVED

0001G Reporting (Daily, Weekly, Monthly included in price of labor) (Task 4): NSP

0001H Email Response Management (Task 3): (b) (4)

0001I Call Recording and Monitoring (Task 7): (b) (4)

0001K Annual Tax Expenses: NSP

0001L Customer Relations Management Monthly License (Task 13): (b) (4)

0001M Advanced CRM Steady State Monthly License (Task 13): NSP

0001N Recurring Language Implementation Maintenance (Task 3): \$ TBD

-- Language Translation Service, Telephone (per Hour), and (b) (4): \$ TBD

-- Language Translation Service, Written (per Word), (b) (4): \$ TBD

0001P Call Center Operations Support (Tasks 7, 8, 9, 10, 11, 12, 13, 17, 19): \$391,330

TI/CLIN 0002: ODCs - Cost Reimbursable

a. Awarded Price: \$10,000.00

Travel

a. Awarded Ceiling (revised): \$7,500 - Changed from \$5,000.00 - to \$7,500 for an increase of \$2,500

b. Funded Ceiling (revised): \$7,500 - Changed from \$5,000.00 - to \$7,500 for an increase of \$2,500

Material

a. Awarded Ceiling: \$5,000.00

b. Funded Ceiling: \$2,500.00

TI/CLIN 003: Option Line Items (T&M)

a. Awarded Ceiling: \$2,073,075.00

b. Total Funded Ceiling (revised): \$1,156,442.95 - Changed from \$871,262.95 to \$1,156,442.95 for an increase of \$285,180.00

0003A Engineer, Genesys Certified (Task 24, On-Call): (b) (4)

0003B Surge and Scalability (Section 10.0): \$1,300,000

0003C Nonrecurring Customer Relations Management Implementation (Task 13):

\$ NSP

0003D Nonrecurring Security Assessment and Authorization (SA&A) (Task 19):

\$ NSP

0003E Nonrecurring Language Implementation (Task 3):\$ NSP

0003F Implementation of New Programs and Services (Section 8 0): (b) (4)

0003G Refresher Technology (Section 9 0): (b) (4)

0003H OPTION (Text): \$5,000

0003J OPTION (Chat): \$5,000

0003K Transition, Start Up Cost: \$656,021

TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price): \$40,294 00

Total Funded Ceiling: \$40,294 00 (no change)

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling: \$586,905 00 (no change)

b Funded Ceiling: \$586,905 00 (no change)

0005A Program Manager - dedicated, full-time key personnel labor (Task 6) - (b) (4)

0005B Trainer - dedicated, full time key personnel labor - (b) (4) (Task 9)

0005C Data/Reports manager - dedicated, full time key personnel labor (b) (4)

(Task 24)

0005D Content Management Specialist - dedicated, full time key personnel labor -

(b) (4) (Task 24)

The task order awarded ceiling is \$32,352,686 92 (Includes Base year, Four (4) one year options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$3,627,464 40

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

*see continuation pages for breakout for each Option Year is located in ITSS in Post Award Collaboration section

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$3,627,464.40	\$3,627,464.40	\$0.00
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print) Jordyn V Simoes		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR Jordyn V Simoes (Signature of person authorized to sign)	15C. DATE SIGNED 04/24/2018	16B. UNITED STATES OF AMERICA Matthew F Wright (Signature of person authorized to sign)	16C. DATE SIGNED 04/24/2018
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1.CONTRACT ID CODE	PAGE 1 OF 3 PAGE(S)
2.AMENDMENT/MODIFICATION NO. ID04170096 / A O 001	3.EFFECTIVE DATE 12/22/2017	4.REQUISITION/PURCHASE REQ NO. A21631568	5 PROJECT NO. (if applicable)	
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		7. ADMINISTERED BY (If other than Item 6) Matthew F Wright (b) (6)		
8.NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) Jordyn V Simoes GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)			9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change	
			10B. DATED (SEE ITEM 11) 11/30/2017 12:00 AM	
CODE	FACILITY CODE			
11.THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="radio"/> is extended <input type="radio"/> is not extended.				
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:				
(a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12.ACCOUNTING AND APPROPRIATION DATA (If required) 285F . Q04FA000 . AA20 . 25 . AF151 . H08 . . .				
13.THIS ITEM ONLY APPLIES TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
<input type="checkbox"/> THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
<input type="checkbox"/> THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).				
<input type="checkbox"/> THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
<input checked="" type="checkbox"/> OTHER (Specify type of modification and authority) 43.103 (b) ;Administrative Changes				
E.IMPORTANT: Contractor IS NOT required to sign this document and return copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract matter where feasible.)				
ORDER MOD DATED: 12/20/2017		Proposal Dated: 12/21/2017		Order ID: ID04170096
PERFORMANCE PERIOD FROM: 12/01/2017		PERFORMANCE PERIOD TO: 11/30/2018		Desired Delivery Date:
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor	\$2,710,907.45	(\$586,905.00)	\$2,124,002.45
0002	Other Direct Costs (Travel and Materials)	\$5,000.00	\$0.00	\$5,000.00
0003	T&M, OPTION line items	\$871,262.95	\$0.00	\$871,262.95
0004	CAF Fee (0.75%)	\$40,294.00	\$0.00	\$40,294.00
0005	Labor for Key Personnel	\$0.00	\$586,905.00	\$586,905.00
Task Order is established under the USA CONTACT (USAC) Task Order ID04170096				
The purposes of this no-cost-to-either-party modification are to:				
1 Change the end of the period of the Transition Period (PWS - Sections 11, Tasks 16, and 25 as follows:				
FROM: 8 weeks from Date of Award (ending January 26, 2018)				
TO: 10 weeks from Date of Award (ending February 9, 2018)				
2 Change the Contract Line Item Number (CLIN) structure for the Basic Year only Four subCLINs are removed from CLIN 001, and CLIN 005 is created to include these subCLINs This change is for administrative purposes only (to allow CDC to pay for fixed priced items consistent with the timelines required) See Attachment #ID04170096 Mod-01spreadsheet for details of "FROM" and "TO"				
3 Change the invoicing of CLIN 0001 (only) as follows:				

FROM: 1/12 per month of the total amount
TO: 1/10 per month of the total amount

4 Add to Section 12 - Deliverable - PWS Section Task 18A Refreshment Technology/Technology Enhancements

This task order is issued in accordance with the Performance Work Statement (PWS), dated December 20, 2017 and the General Dynamics Information Technology (GDIT) (USAC Contract Number GS00V08PDD0068) technical and price quote dated September 7, 2017, and revised/resubmitted October 26, 2017
Options are awarded but not exercised or funded at this time Option periods may be exercised within the time stated in clause 52 217-9/8; see PWS

This is a Firm Fixed Price; Severable Task Order The contract type established for work performed and payable under line items X001 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202 Invoices for work payable under CLIN 0001 shall be paid monthly (10), at 1/10 of the total line item value Invoices for work payable under Option CLINs 1001 (if exercised), 2001 (if exercised), 3001 (if exercised), 4001 (if exercised), and 5001 (if exercised) shall be paid monthly (12), at 1/12 of the total line item value See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X002 for the base period and all option periods, if exercised, is Cost Reimbursable (CR) in accordance with FAR subpart 16 302 The NTE Ceiling for line item X002 is stated in the schedule below See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X003 for the base period and all option periods, if exercised, is Time and Material (T&M) in accordance with FAR subpart 16 602 The T&M rates stated in the contractor's quote, dated October 26, 2017, shall be the T&M rates allowable for invoicing under line item X003 The NTE Ceiling for line item X003 is stated in the schedule below See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X004 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202

The contract type established for work performed and payable under line items 0005 for the base period (there are no options for this) is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202 Invoices for work payable under line item 0005 shall be paid monthly, at 1/12 of the total line item value See the clause in the PWS entitled, Invoices

The period of performance will be incrementally funded in the amount of \$3,627,464 41

Additional funding will be provided via a modification at a later date in accordance with Incremental Funding - Time and Materials/Labor Hour clause The ceiling and funded amounts are as follows:

BASE PERIOD OF PERFORMANCE: 12/01/2017 - 11/30/2018

Base Awarded Ceiling: \$6,068,796 00

Base Funded Amount: \$3,627,464 40

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price

a Revised Awarded Price: \$3,358,522 00 - Changed from \$3,945,427 00 to \$3,358,522 00 for a decrease of \$-586,905 00

b Revised Funded Ceiling: \$2,124,002 45 - Changed from \$2,710,907 45 to \$2,124,002 45 for a decrease of \$-586,905 00

0001A Customer Service Representatives (Generalist), (Task 1, 2, 3) 0-127,000 minutes: (b) (4)

0001B Customer Service Representatives (Specialist), (Task 1, 2, 3) 0-35,000 minutes: (b) (4)

0001C RESERVED

0001D RESERVED

0001E RESERVED

0001F RESERVED

0001G Reporting (Daily, Weekly, Monthly included in price of labor) (Task 4): NSP

0001H Email Response Management (Task 3): (b) (4)

0001J Call Recording and Monitoring (Task 7): (b) (4)

0001K Annual Tax Expenses: NSP

0001L Customer Relations Management Monthly License (Task 13): (b) (4)

0001M Advanced CRM Steady State Monthly License (Task 13): NSP

0001N Recurring Language Implementation Maintenance (Task 3): \$ TBD

-- Language Translation Service, Telephone (per Hour), and (b) (4): \$ TBD

-- Language Translation Service, Written (per Word) (b) (4) \$ TBD

0001P Call Center Operations Support (Tasks 7, 8, 9, 10, 11, 12, 13, 17, 19): \$391,330

TI/CLIN 0002: ODCs - Cost Reimbursable

a Awarded Price: \$10,000 00

Travel

a Awarded Ceiling: \$5,000 00

b Funded Ceiling: \$2,500 00

Material

a Awarded Ceiling: \$5,000 00

b Funded Ceiling: \$2,500 00

TI/CLIN 003: Option Line Items (T&M)

a Awarded Ceiling: \$2,073,075 00

b Total Funded Ceiling: \$871,262 95

0003A Engineer, Genesys Certified (Task 24, On-Call): (b) (4)

0003B Surge and Scalability (Section 10 0): \$1,300,000

0003C Nonrecurring Customer Relations Management Implementation (Task 13):

\$ NSP

0003D Nonrecurring Security Assessment and Authorization (SA&A) (Task 19):

\$ NSP

0003E Nonrecurring Language Implementation (Task 3):

\$ NSP

0003F Implementation of New Programs and Services (Section 8 0): (b) (4)

0003G Refresher Technology (Section 9 0): (b) (4)

0003H OPTION (Text): \$5,000

0003J OPTION (Chat): \$5,000

0003K Transition, Start Up Cost: \$656,021

TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price): \$40,294 00

Total Funded Ceiling: \$40,294 00

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling: \$586,905 00

b Funded Ceiling: \$586,905 00

0005A Program Manager - dedicated, full-time key personnel labor (Task 6) -

(b) (4)

0005B Trainer - dedicated, full time key personnel labor - (b) (4) (Task 9)

0005C Data/Reports manager - dedicated, full time key personnel labor (b) (4)

(Task 24)

0005D Content Management Specialist - dedicated, full time key personnel labor -

(b) (4) (Task 24)

The task order awarded ceiling is \$32,352,686 92 (Includes Base year, Four (4) one year options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$3,627,464 41

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

*see continuation pages for breakout for each Option Year is located in ITSS in Post Award Collaboration section

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: [Invoice Submission Instructions](#)

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (<https://portal.fas.gsa.gov>), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$3,627,464.40	\$3,627,464.40	\$0.00
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15A. NAME AND TITLE OF SIGNER(Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 12/22/2017
(Signature of person authorized to sign)		(Signature of person authorized to sign)	
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243	

ORDER FOR SUPPLIES AND SERVICES				IMPORTANT: See instructions in GSAR 553.370-300-1 for distribution		PAGE 1 OF 3 PAGE(S)	
1 DATE OF ORDER 11/30/2017		2 ORDER NUMBER 47QFSA18F0008		3 CONTRACT NUMBER GS00V08PDD0068		4 ACT NUMBER A21631568	
FOR GOVERNMENT USE ONLY	5. ACCOUNTING CLASSIFICATION				6. FINANCE DIVISION		
	FUND 285F	ORG CODE Q04FA000	B/A CODE AA20	O/C CODE 25	AC	SS	VENDOR NAME
	FUNC CODE AF151	C/E CODE H08	PROJ /PROS NO	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT /CRFT	AI	LC	DISCOUNT	
7 TO: CONTRACTOR (Name, address and zip code) Janet Skahill GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)				8 TYPE OF ORDER B DELIVERY		REFERENCE YOUR	
				Please furnish the following on the terms specified on both sides of the order and the attached sheets, if any, including delivery as indicated			
				This delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above numbered contract			
				C MODIFICATION NO 000 TYPE OF MODIFICATION:		AUTHORITY FOR ISSUING	
9A EMPLOYER'S IDENTIFICATION NUMBER 541194322				9B CHECK, IF APPROP WITHHOLD 20%		Except as provided herein, all terms and conditions of the original order, as heretofore modified, remain unchanged	
10A CLASSIFICATION G9 Other than one of the preceding				10B TYPE OF BUSINESS ORGANIZATION C Corporation			
11 ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (b) (6)		12 REMITTANCE ADDRESS (MANDATORY) GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC P O BOX 643014 PITTSBURGH, PA 15264 United States		13 SHIP TO(Consignee address, zip code and telephone no.) Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States (b) (6)			
14 PLACE OF INSPECTION AND ACCEPTANCE Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States				15 REQUISITION OFFICE (Name, symbol and telephone no.) Patti Slay GSA Region 04 77 Forsyth Street Atlanta, GA 30308-3490 United States (b) (6)			
16 F O B POINT Destination		17 GOVERNMENT B/L NO		18 DELIVERY F O B POINT ON OR BEFORE 11/30/2018		19 PAYMENT/DISCOUNT TERMS NET 30 DAYS / 0 00 % 0 DAYS / 0 00 % 0 DAYS	
<p align="center">20. SCHEDULE</p> <p>Authority: This task order is awarded in accordance with FAR 16 505(b) Task Order is established under the USA CONTACT (USAC) Task Order ID04170096</p> <p>This task order is issued in accordance with the Performance Work Statement (PWS), dated August 29, 2017 and the General Dynamics Information Technology (GDIT) (USAC Contract Number GS00V08PDD0068) technical and price quote dated September 7, 2017, and revised/resubmitted October 26, 2017</p> <p>Options are awarded but not exercised or funded at this time Option periods may be exercised within the time stated in clause 52 217-9/8; see PWS</p> <p>This is a Firm Fixed Price; Severable Task Order The contract type established for work performed and payable under line items X001 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202 Invoices for work payable under line items X001 shall be paid monthly, at 1/12 of the total line item value See the clause in the PWS entitled, Invoices</p> <p>The contract type established for work performed and payable under line items X002 for the base period and all option periods, if exercised, is Cost Reimbursable (CR) in accordance with FAR subpart 16 302 The NTE Ceiling for line item X002 is stated in the schedule below See the clause in the PWS entitled, Invoices</p> <p>The contract type established for work performed and payable under line items X003 for the base period and all option periods, if exercised, is Time and Material (T&M) in accordance with FAR subpart 16 602 The T&M rates stated in the contractor's quote, dated October 26, 2017, shall be the T&M rates allowable for invoicing under line item X003 The NTE Ceiling for line item X003 is stated in the schedule below See the clause in the PWS entitled, Invoices</p> <p>The period of performance will be incrementally funded in the amount of \$3,627,464 41</p> <p>Additional funding will be provided via a modification at a later date in accordance with Incremental Funding 6 Time and Materials/Labor Hour clause The ceiling and funded amounts are as follows:</p> <p>BASE PERIOD OF PERFORMANCE: 12/01/2017 6 11/30/2018 Base Awarded Ceiling: \$6,068,796 00 Base Funded Amount: \$3,627,464 40</p>							

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor & Firm Fixed Price

a Awarded Price: \$3,945,427 00

b Funded Ceiling: \$2,710,907 45

0001A Customer Service Representatives (Generalist), (Task 1, 2, 3) 0-127,000 minutes: (b) (4)

0001B Customer Service Representatives (Specialist) (Task 1, 2, 3) 0-35,000 minutes: (b) (4)

0001C Program Manager, Dedicated (Task 6): (b) (4)

0001D Trainer, Dedicated (Task 9): (b) (4)

0001E Data, Reports Manager, Dedicated (Task 24): (b) (4)

0001F Content Management Specialist, Dedicated (Task 24): (b) (4)

0001G Reporting (Daily, Weekly, Monthly included in price of labor) (Task 4): NSP

0001H Email Response Management (Task 3): (b) (4)

0001J Call Recording and Monitoring (Task 7): (b) (4)

0001K Annual Tax Expenses: NSP

0001L Customer Relations Management Monthly License (Task 13): (b) (4)

0001M Advanced CRM Steady State Monthly License (Task 13): NSP

0001N Recurring Language Implementation Maintenance (Task 3): \$ TBD

-- Language Translation Service, Telephone (per Hour), (b) (4) \$ TBD

-- Language Translation Service, Written (per Word), (b) (4) \$ TBD

0001P Call Center Operations Support (Tasks 7,8,9,10,11,12,13,17,19): \$391,330

TI/CLIN 0002: ODCs & Cost Reimbursable

a Awarded Price: (b) (4)

Travel

a Awarded Ceiling: \$5,000 00

b Funded Ceiling: \$2,500 00

Material

a Awarded Ceiling: \$5,000 00

b Funded Ceiling: \$2,500 00

TI/CLIN 003: Option Line Items (T&M)

a Awarded Ceiling: \$2,073,075 00

b Total Funded Ceiling: \$871,262 95

0003A Engineer, Genesys Certified (Task 24, On-Call): (b) (4)

0003B Surge and Scalability (Section 10 0): \$1,300,000

0003C Nonrecurring Customer Relations Management Implementation (Task 13):

\$ NSP

0003D Nonrecurring Security Assessment and Authorization (SA&A) (Task 19):

\$ NSP

0003E Nonrecurring Language Implementation (Task 3):

\$ NSP

0003F Implementation of New Programs and Services (Section 8 0): (b) (4)

0003G Refresher Technology (Section 9 0): (b) (4)

0003H OPTION (Text): \$5,000

0003J OPTION (Chat): \$5,000

0003K Transition, Start Up Cost: \$656,021

TI/CLIN 004: CAF Fee (0 75%): \$40,294 00

Total Funded Ceiling: \$40,294 00

The task order awarded ceiling is \$32,352,686 92 (Includes Base year, Four (4) one year options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$3,627,464 41

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

*see continuation pages for breakout for each Option Year, located in ITSS in Post Award Collaboration section

ITEM NO	SUPPLIES OR SERVICES	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT
(A)	(B)	(C)	(D)	(E)	(F)
0001	Contact Center Agent Services Labor	1	lot	\$2,710,907 45	\$2,710,907 45
0002	Other Direct Costs (Travel and Materials)	1	lot	\$5,000 00	\$5,000 00
0003	T&M, OPTION line items	1	lot	\$871,262 95	\$871,262 95
0004	CAF Fee (0 75%)	1	lot	\$40,294 00	\$40,294 00

21 RECEIVING OFFICE (Name, symbol and telephone no.)

CDC INFO and Print Services Branch, 404-639-2846

TOTAL

**From
300-A(s)**

22 SHIPPING POINT Specified in QUOTE	23 GROSS SHIP WT	GRAND TOTAL	\$3,627,464.40
24 MAIL INVOICE TO: (Include zip code) General Services Administration (FUND) The contractor shall follow these Invoice Submission Instructions . The contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal.fas.gsa.gov), navigating to the appropriate order, and creating the invoice for that order. For additional assistance contact the ASSIST Helpdesk at 877-472-4877. Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)	25A FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B TELEPHONE NO 816-926-7287	
	26A NAME OF CONTRACTING/ORDERING OFFICER(Type) Matthew F Wright	26B TELEPHONE NO (b) (6)	
	26C SIGNATURE Matthew F Wright 11/30/2017		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FORM 300 (REV 2-93)	